

# Exhibit A

**REDACTED VERSION OF  
DOCUMENT SOUGHT TO BE  
SEALED**

Printed by: Ben Simon

Tags: Inbox

Date: Saturday, May 16th 2020, 12:24:02 AM -07:00 PDT

Subject: Re: 33% off subscription

From: [REDACTED]

To: <refundhelp@downdogapp.com>

I tried. No such luck.

Thanks for the clarification!

Groet,

[REDACTED]

[REDACTED]  
[REDACTED]

Op 16 mei 2020 om 02:36 heeft [refundhelp@downdogapp.com](mailto:refundhelp@downdogapp.com) het volgende geschreven:

the only way to get a refund is to reach out to apple, it's completely out of our hands. cancelling alone won't give you a refund. However that'll stop you from being charged the expensive price next year

—  
Use Down Dog on your laptop or desktop or chromecast at [www.downdogapp.com](http://www.downdogapp.com)

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On May 15, 2020, 3:50 AM PDT [REDACTED] wrote:

I'm really grateful for your e-mail. I wasn't expecting such a blunt reaction from a yoga app. So thank you for this.

If I cancel the subscription will I get the refund then? I think I'm with these guys for the rest of the year right?

Or do I cancel and pay for the, amazing, apps on your website?

Groet,

[REDACTED]

[REDACTED]

[REDACTED]

Op 15 mei 2020 om 08:10 heeft [refundhelp@downdogapp.com](mailto:refundhelp@downdogapp.com) het volgende geschreven:

Apple does not allow us to point people to the website explicitly for the cheaper price, because they take a 30% cut from in app purchases. That's why we offer cheap prices through the website, where there's no large cut from Apple. We tell everyone via email/community group that it's cheaper through the website. We would prefer everyone pays through the website; it's cheaper for you and we can refund people in cases like this. Apple doesn't even give us the ability to refund you. It's a horrible system that we don't agree with, but our mission is to provide high quality fitness at home, and to have an app in the Apple store, we need to follow their rules.

We're sorry this happened to you! You should cancel your membership so that you aren't charged the higher price next year, here's some instructions for that: <https://support.apple.com/en-us/HT202039>.

—  
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On May 12, 2020, 10:25 PM PDT [ag3pz9tiziq@downdogapp.com](mailto:ag3pz9tiziq@downdogapp.com) wrote:

Hi guys,

After enjoying the free yoga excercises so much, I decided to purchase the app today. When this morning I wasn't able to login anymore. I bought it through the app When I started Down Dog.

A friend of mine told me about the mail she received. Which offered her the 33% discount. Seeing we're still in a lockdown.

Is there a way I in which I could benefit from the discount.

Hope you can help me out.

Sincerely,

A large rectangular area of the page has been completely blacked out, obscuring a signature or a block of text.

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You received this message because you are subscribed to the Google Groups "refundhelp" group.  
To unsubscribe from this group and stop receiving emails from it, send an email to  
[refundhelp+unsubscribe@downdogapp.com](mailto:refundhelp+unsubscribe@downdogapp.com).

To view this discussion on the web visit  
<https://groups.google.com/a/downdogapp.com/d/msgid/refundhelp/010001720c7ec37b-1034da96-931c-4010-a66a-77401d9bf168-000000%40email.amazonaws.com>.

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To view this discussion on the web visit  
<https://groups.google.com/a/downdogapp.com/d/msgid/refundhelp/BAA16F38-B474-4449-A5ED-0BC187E93337%40gmail.com>.

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To view this discussion on the web visit  
<https://groups.google.com/a/downdogapp.com/d/msgid/refundhelp/831D545F-D503-4408-A1E7-602A4C480FC4%40gmail.com>.

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